

## CLAIMS

What we claim:

1           1.       A method of providing remote support to a monitored system, comprising:  
2           providing a remote productivity center connected to the monitored system, the  
3           monitored system having at least one agent for gathering data;  
4           receiving data from the agent at the monitored system;  
5           comparing the data from the monitored system with threshold values;  
6           ascertaining jobs to be performed on the monitored system as a result of the  
7           comparing;  
8           identifying a first set of the jobs and automatically performing work required to  
9           complete the first set of jobs through the productivity center; and  
10          identifying a second set of the jobs and assigning the jobs to associates for manually  
11          performing work required to complete the second set of jobs.

1           2.       The method as set forth in claim 1, wherein assigning jobs to associates  
2           comprises scheduling the second set of tasks to the associates.

1           3.       The method as set forth in claim 2, wherein scheduling comprises assigning  
2           jobs to associates based on associates assigned to the monitored system.

1           4.       The method as set forth in claim 2, wherein scheduling comprises assigning  
2           jobs based on required skill level of the jobs and skill level of the associates.

1           5.       The method as set forth in claim 2, wherein scheduling includes allocating the  
2 second set of jobs to the associates based on at least one factor selected from the group  
3 comprising: work level of the associates, availability of the associates, monitored system  
4 associated with the associates, and a desire for the second set of jobs to be assigned to  
5 associates having the lowest skill level.

1           6.       The method as set forth in claim 1, wherein receiving data comprises receiving  
2 requests for jobs to be performed.

1           7.       The method as set forth in claim 1, wherein receiving data comprises receiving  
2 performance data from a server within the monitored system.

1           8.       The method as set forth in claim 1, wherein automatically performing the  
2 second set of jobs comprises instructing the agents at the monitored system to perform the  
3 work required to complete the first set of jobs.

1           9.       The method as set forth in claim 1, wherein ascertaining jobs to be performed  
2 comprises providing a task dictionary defining tasks that may need to be performed on the  
3 monitored system.

1           10.      The method as set forth in claim 1, further comprising providing status  
2 information on the monitored system.

1 11. The method as set forth in claim 10, wherein providing status information  
2 comprises providing status information to wireless devices.

1 12. The method as set forth in claim 10, further comprising providing alerts  
2 regarding the status information on the monitored system.

1 13. The method as set forth in claim 1, further comprising tracking availability of  
2 the associates.

1 14. A productivity center for providing remote support to a monitored system,  
2 comprising:

3 a message broker for receiving data from the monitored system;

4 a solution engine for receiving the data from the message broker, for comparing the  
5 data with threshold values, and for ascertaining jobs to be performed on the monitored  
6 system;

7 a scheduling engine for receiving a first set of jobs from the solution engine and for  
8 remotely performing required to complete the first set of jobs;

9 wherein the solution engine assigns a second set of the jobs to associates for  
10 performing work required to complete the second set of jobs.

1 15. The productivity center as set forth in claim 14, further comprising a calendar  
2 tool for tracking an availability of the associates.

1 16. The productivity center as set forth in claim 14, wherein the solution engine  
2 derives status information on the monitored system from the data and wherein the system  
3 further comprises an escalation engine for sending notifications with the status information.

1 17. The productivity center as set forth in claim 16, wherein the escalation engine  
2 sends notifications to wireless devices.

1 18. The productivity center as set forth in claim 14, wherein the solution engine  
2 comprises a pre-processor for obtaining information from a job queue, a solver for assigning  
3 the jobs to the scheduling engine and to the associates, and a post-processor for sending job  
4 assignments to the scheduling engine and for updating the job queue.

1 19. The productivity center as set forth in claim 14, further comprising a task  
2 dictionary of tasks that may need to be performed on the monitored system, the task  
3 dictionary being stored in a jobs database.

1 20. The productivity center as set forth in claim 16, further comprising an  
2 interface for providing access to the status information and to the data received from the  
3 monitored system.